



L E S O T H O
C O M M U N I C A T I O N S
A U T H O R I T Y

REQUEST FOR PROPOSALS

PROVISION OF MAINTENANCE & SUPPORT SERVICES

1. BACKGROUND

The Lesotho Communications Authority (LCA) is the regulatory body for the communications sector in Lesotho. Its primary mandate is to facilitate the deployment of communications infrastructure, development and provision of affordable and sustainable communications services while promoting free and fair competition and ensuring consumer protection. In order to deliver on its regulatory mandate, the Authority has to mitigate risks emanating from the internal and external environments, and ensure continuous functioning of facilities within its buildings.

2. INTRODUCTION

The Authority invites tenders from locally registered and suitable service providers for the provision of maintenance and support services of its building facilities at LCA office complex at 30 Princess Margaret Road, Old Europa and at the remote monitoring station at Ha-Abia for a contract period of two years.

3. SCOPE OF WORK

Suitable service providers will be expected to provide maintenance and support services of facilities in any of the two categories. Table 1 provides the scope of work. **The bidder is expected to provide a detailed approach for preventative maintenance, repairs and replacements of the HVAC and plumbing systems**

Table 1

LOT NUMBER	CATEGORY	SCOPE
1	Heating, Ventilating and Air Conditioning (HVAC) systems	<ul style="list-style-type: none">• Monthly onsite preventive maintenance visit to check the correct operation of the HVAC systems and provide the report• Troubleshooting, repair and restoration of proper functioning of all the components of the HVAC units.• Identify gas leakages, check and optimise the gas levels of HVAC systems• Clean the HVAC system and all its components

		<ul style="list-style-type: none"> • Ensure the availability of HVAC system on the 24/7 on call-out basis. • Establish a contingency plan for addressing unexpected system failures.
2	Plumbing systems (Pipes & fittings, fixtures and drainage)	<ul style="list-style-type: none"> • Maintenance or repair of flush, shower, repair of leakages from pipelines and walls both internal and external, surface drains, manhole cleaning, as well as removal of blockage in the pipelines • Monthly routine check-up of all plumbing work and report • Establish a contingency plan for addressing unexpected system failures. • Ensure the availability of plumbing systems on the 24/7 on call-outs basis.

4. CONDITIONS

Tender submissions must meet all the conditions indicated below, failure to comply with conditions 4.1 (a) to 4.1 (c) will lead to disqualification of the tender submission:

4.1 Specific terms and conditions

- a) Valid Tax Clearance Certificate.
- b) Valid Traders Licence.
- c) Tenderers should have attended the MANDATORY site visits at the two sites.
- d) Bidders shall submit educational certificates as well as Curriculum Vitae of three key personnel to be deployed at LCA premises that have relevant experience and technical knowledge.
- e) Bidders shall submit accreditation in HVAC systems installation and maintenance.
- f) Company Profile – the company or firm must submit its profile.
- g) The submission shall include three (3) references where similar assignments were undertaken, and should specify full names of client companies, the

contact person(s), their email addresses and telephone numbers. All references will be contacted.

NB: The above documents must form part of technical proposal document of the tender.

4.2 General terms and conditions

- a) Lesotho laws SHALL be applicable.
- b) The proposal shall clearly state the tender price for provision of each lot as well as the total tender price in Lesotho Loti (LSL). All prices shall include VAT if applicable.
- c) The financial proposal must clearly show the fee for monthly preventative maintenance visits and cost-plus fixed percentage fee on all replacements to be made
- d) The financial proposal must clearly show the call out fee
- e) The proposals must be valid for at least 60 working days from the submission deadline date.
- f) Late submissions shall not be accepted.
- g) The Authority will contact the successful tenderer only. If you are not contacted within 60 working days please consider your submission unsuccessful.

4.3 LCA's Rights

- a) This Request for Proposal (RFP) does not commit the Authority to pay for any expenses incurred by the tenderer in the preparation of responses to this invitation or for attending mandatory site visits.
- b) The Authority reserves the right to accept or reject any response to this RFP.
- c) The Authority reserves the right to cancel or withdraw this RFP as a whole or in part without furnishing any reasons and without attracting any liability.
- d) The Authority reserves the right to call company representatives to make presentations.
- e) The Authority shall not be bound to accept the lowest bid price tendered.

5 SUBMISSION FORMAT

Tender submissions must meet all the conditions indicated below, failure to comply with the submission format will lead to disqualification of the tender submission:

- 5.1 Each LOT must be tendered independently; bidders are NOT expected to combine tender submissions for different LOTS
- 5.2 The company must submit one original and four copies of its tender submission document clearly marked “ORIGINAL” and “COPIES” as appropriate for both technical and financial proposals.
- 5.3 Technical proposals must be in a separate package from the Financial proposals.
- 5.4 The package containing the technical proposal must be sealed, clearly marked “TECHNICAL PROPOSAL”, and the package containing the financial proposal must be sealed, clearly marked “FINANCIAL PROPOSAL”,
- 5.5 The technical proposal should NOT include any financial information
- 5.6 Both packages must be placed in one outer package clearly marked “PROVISION OF MAINTENANCE AND SUPPORT SERVICES AT LCA”; specifying the LOT number and the category. For Example, “Provision of Maintenance and Support Services (LOT 1-HVAC)”.
- 5.7 All bids shall be physically delivered. Neither electronic nor late submissions will be accepted.

6 TIME FRAMES AND OTHER DETAILS

- 6.1 Any request for clarification on the RFP must be addressed in writing to the Chief Financial Officer at admin@lca.org.ls at least five days prior to the deadline.
- 6.2 **MANDATORY** site visits will be held on Wednesday the **27 March 2025 at 10:00 hours**. Potential bidders are therefore required to assemble at the LCA offices at: **30 Princess Margaret Road, Old Europa, Maseru, at 10:00 hours**. for a briefing meeting before proceeding to the sites. Tenderers **are advised to organise own transport**.
- 6.3 The tenders must be submitted in the tender box located at the LCA reception on the 1st Floor, Lesotho Communications Authority, 30 Princess Margaret Road, Old Europa, Maseru, Lesotho on or before Friday, the **11 April 2025 at 11:00 hours**. No submission will be accepted after the closing time.
- 6.4 Opening of bid documents will be on the 11 April 2025 at 11:15 hours at LCA premises.
- 6.5 Interested bidders are invited for the bid opening and only one representative from a bidding company will be allowed to attend.
- 6.6 The selected company or firm will be informed in writing and invited for contract negotiations.

7 All submissions must be delivered and addressed to:

The Chief Financial Officer

1st Floor Lesotho Communications Authority Building

30 Princess Margaret Road, Old Europa

P. O. Box 15896

Maseru, LESOTHO

